



Staying Safe on line Policy

Introduction

YFL Training recognises the benefits and opportunities which new technologies offer to all our learners and staff. We actively encourage the use of technology where appropriate, not only to enhance the learning experience but also to promote skills and achievement. However, the accessible and global nature of the internet and associated technologies means that YFL Training is also aware of the potential risks faced and challenges involved.

YFL Training's approach is to implement safeguards which will support staff and learners to manage any potential risks and to deal with these risks independently. We believe that this can be achieved through a combination of security measures, training, guidance and implementation of our associated policies.

The technologies encompassed within this policy include all computer based technologies, online communication technologies, digital technologies both fixed and mobile. In addition, we will do all that we can to ensure that all of our learners and staff stay e-safe within our duty of care.

This Staying Safe on line Policy should be read in conjunction with other relevant policies, in particular; Safeguarding and Prevent policies, Social Media Guidelines (Appendix A), the Bullying and Harassment Policy and the learner Code of Conduct (Appendix B).

YFL Training; Staying Safe on line Policy

The aim of this policy is to develop a co-ordinated approach to e-safety and to promote and safeguard the welfare of all staff and learners in a digital world. This will be achieved without hindering learners' e-learning experience, whilst ensuring that skills and knowledge are developed to maximise the use of technology in an appropriate manner.

The impact of the policy will be reviewed annually due to the rapid advances in new technologies. The policy will also be considered should there be any concerns raised by the Designated Safeguarding Officer, (DSO) or where an e-safety incident has been recorded or reported.

Terminology

Terminology used throughout this document is as follows:

- Site = Facebook or similar.
- Account = login (e.g. personal and/or Learning programme/work – you log into your account, using your account login details).
- Profile (Profile Page) = a page that shows personalised information added to your account. E.g. My Personal Facebook profile page is accessed using my personal account details.
- Portal = an Internet portal is a Web site that acts as a starting point for browsing the Web. Portals typically include search engines and large directories of websites. There are also many smaller portals, known as "niche portals," for specific interests.



Policy Scope

This policy applies to all learners and staff (including agency staff and contractors) of YFL Training and the use they make of the internet and electronic communication devices such as email, mobile phones, games consoles and social networking sites, whether using YFL dedicated systems or resources of their own. This policy also applies to behaviour towards others who are in YFL Training premises using private mobiles.

Roles and Responsibilities

There are clear guidelines and lines of responsibility for e-safety when engaged with YFL Training.

The first point of contact should be the tutor/trainer/assessor/IQA, or the Designated Safeguarding Lead, (DSL). All staff are responsible for ensuring the safety of learners and should report any concerns immediately to the DSL. Each course/programme of learning is expected to arrange for learners to be made aware of this policy and the ethos of e-safety as part of the induction process.

As with YFL Trainings' Safeguarding Policy - staff should take care not to guarantee any measure of confidentiality to any individual reporting any concerns regarding e-safety.

All learners must know who to contact if they have any concerns regarding e-safety.

In most cases this will be a member of their course team or the DSL who will also direct any issues regarding e-safety to the appropriate contact:

Security

YFL Training will do all it can to ensure that the network is safe and secure. Every effort will be made to keep security software up to date and fit for purpose. Appropriate security measures will include the use of enhanced filtering and protection of firewalls, servers, routers, work stations to prevent malicious or accidental access of YFL dedicated systems and information. Digital communications, including emails and internet postings, over YFL Trainings' network, will be monitored.

Internet usage and monitoring is in place, use of accounts that are password protected enable detailed monitoring to take place, and where users also have their own storage and email accounts that are also subject to monitoring.

Risk Assessment

YFL Training is constantly seeking ways to introduce new technologies and will also use programme inductions and or, dedicated sessions as a platform to introduce new systems to learners as part of the learning process. In making use of these opportunities, all staff must carry out a risk assessment in accordance with YFL Training, safeguarding, Prevent and Staying Safe on line Policy, available from head office and or, ilearner, online documents, category; policy and procedures. All new technologies will be impact assessed to ensure equality of opportunity.



Behaviour

Online communication can take many forms, whether via e-mail, text, video conferencing or instant chat/messaging. YFL Training will ensure that all users of technologies adhere to the expected standard of behaviour as set out in the Code of Conduct (Appendix C).

YFL Training will not tolerate any abuse of ICT systems or associated technologies. Whether offline or online, communications by staff and learners should be courteous and respectful at all times, please refer to the learner contract and safeguarding code of conduct. Any reported incident or bullying, harassment or other unacceptable behaviour will be treated seriously as set out in the staff disciplinary procedures, and the Code of Conduct (Appendix C).

Where conduct is found to be unacceptable, YFL Training will deal with this internally. Where conduct is considered illegal, the matter will be referred to the Police. Additionally, YFL Training may seek to involve other agencies where conduct is believed to be unacceptable or illegal.

Communications

There is a wealth of technologies now available to enhance communication with one another. It is noted that this policy will require continual updating in line with the evolving nature of e-technology and associated communication methods. Electronic communication includes:

- Internet collaboration tools: social networking sites and blogs.
- Internet research: websites, search engines and web browsers.
- Mobile phones and personal digital assistants (PDAs).
- Internet communications: email and instant messaging.
- Webcams and video conferencing.
- Wireless games consoles.

Data Protection/Personal Information

Any processing of personal information must be carried out in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and the Data Protection Act 2018

YFL Training collects and stores the personal information of staff and learners regularly e.g. names, dates of birth, email addresses, assessment materials and so on. YFL Training will keep that information safe and secure and will not pass any information onto anyone else without the express permission of the member of staff, learner, parent or carer.

Staff must keep learners’ personal information safe and secure at all times. When using an online platform, all personal information must be password protected and every user is required to log off on completion of any activity.



Use of Images and Videos

The use of images, photographs and videos is particularly popular to promote the outstanding work carried out in different curriculum areas, this practice should be encouraged where there is no breach of copyright or the rights of another person.

This includes downloading images from the internet and images belonging to staff and learners.

No images, photographs or videos can be copied, downloaded, shared or distributed online without permission from the person. Photographs taken during YFL Training activities will be considered carefully and have the consent of the person involved before being published. Unauthorised use of images of YFL Training and/or staff and learners will be seen as a breach of the Policy, including images or photographs that have been altered.

Education and Training

With the current unlimited nature of internet access, it is impossible for YFL Training to eliminate all risks for staff and learners. It is our view, therefore, that YFL Training should support staff and learners through training and education. This will provide all users with the necessary skills to be able to identify risks and deal with them independently and manage them effectively.

Staff (including associates and secondees)

Staff will be offered e-safety training through staff development sessions as required in line with CPD requirements. This will take the form of E-CPD and will allow tutors/trainers/IQA's hands-on experience, it will also generate further required CPD and following on from the sessions, guidance and information will be issued to all staff.

Learners

Learners should have e-safety embedded into all programmes of learning using e-learning technologies. Tutors/trainers will be expected to reinforce e-safety messages through the learning programme.

When using YFL Training's PCs, learners will be able to access the full policy, which includes reporting procedures and how to manage concerns. Learners should be encouraged to question the viability and reliability of materials researched, viewed or downloaded. They should be encouraged to respect the copyright of other parties and to cite reference properly.

<http://www.plagiarism.org/>

Incidents and Reporting

Where an e-safety matter is reported, the matter will be dealt with very seriously. YFL Training will act immediately to prevent, as far as is reasonably possible, any harm or further harm occurring. If a learner wishes to report an incident, they can do so to their tutor/trainer/IQA or YFL Training's DSL. When a member of staff wishes to report an incident they must inform a Director who will inform the DSL.



Following any reported incident a full investigation will be carried out YFL Training will decide on the most appropriate course of action. Sanctions may be put in place, external agencies may be contacted or the matter resolved internally depending on the seriousness of the incident. Serious incidents will be dealt with by a Director in consultation with appropriate external agencies.

Further Information and feedback

YFL Training welcomes all constructive feedback on this and all YFL Training policies. If you would like any further information on e-safety, or wish to send us your comments please contact an YFL Training Director.

Useful links for further information:

<http://www.getsafeonline.org/>

<http://www.thinkuknow.co.uk/>

<http://cybermentors.org.uk/>

<http://www.digizen.org/>

<http://www.childnet-int.org/blogsafety/yp.html>

Managing Director: Dean Thomas

Next review date: 04/8/23

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Appendix A

Social Media Guidelines

Introduction:

Social media portals are powerful communications tools that have a significant impact on organisational and professional reputations. Because they blur the lines between personal voice and institutional voice the following guidelines are designed to help clarify how best to enhance and protect personal and professional reputations when participating in social media.

Social media portals are defined as media designed to be disseminated through social interaction, created using highly accessible and scalable publishing techniques. Examples include but are not limited to LinkedIn, Twitter, Facebook, YouTube, and MySpace. Both in professional and institutional roles, employees need to follow the same behavioural standards online as they would in real life. The same laws, professional expectations, and guidelines for interacting with learners, parents, the media etc. apply online as in the real world. Staff are liable for anything they post to social media sites.

Section 1: Guidelines for all Social Media Sites, Including Personal Sites

Protect confidential and proprietary information: Do not post confidential or proprietary information about YFL Training its learners or staff. The GDPR and Data Protection Act are very specific with regard to the disclosure of personal information without the consent of the owner; any disclosure could result in criminal action against the individual and YFL Training and may result in disciplinary action.

When posting, be mindful of the copyright and intellectual property rights of others and of YFL Training.

Do not use the YFL Training logo on personal social media sites. Do not use the YFL Training name to promote a product, cause, or political party or candidate.

All staff should ensure that personal social networking sites are set at private and that YFL Training's learners are never listed as approved contacts.

Staff should never access social networking sites of learners.

There is no longer a distinction between offline and online. If you are going to tweet, post on a Facebook page or contact a learner online, it has to be no different to what is appropriate when speaking to them directly.

Obey the Terms of Service of any social media platform employed.



Section 2: Best Practices

This section applies to your general use of social media portals in any capacity; it is intended as advice for personal use or as a standard for use associated with YFL Training.

Think twice: before posting, privacy does not exist in the world of social media. Consider what could happen if a post becomes widely known and how that may reflect both on the poster and YFL Training. Search engines can turn up posts years after they are created, and comments can be forwarded or copied. If you wouldn't say it at a conference or to a member of the media, consider whether you should post it online.

Strive for accuracy: get the facts straight before posting them on social media. Review content for grammatical and spelling errors.

Be respectful: understand that content contributed to a social media site could encourage comments or discussion of opposing ideas. Responses should be considered carefully in light of how they would reflect on the poster and/or the college.

Remember your audience: be aware that a presence in the social media world is or easily can be made available to the public at large. This includes prospective learners, current learners, current employers, colleagues, and peers. Consider this before publishing to ensure the post will not alienate, harm, or provoke any of these groups.

Acknowledge who you are: On personal sites identify your views as your own. If you identify yourself as an YFL Training staff member online, it should be clear that the views expressed are not necessarily those of YFL Training. Consider the use of a disclaimer such as "The postings on this site are my own and do not necessarily represent the position of YFL Training".

Photographs: posted on social media sites can be appropriated by visitors and altered to convey a different meaning to the original.

Have a plan: staff should consider their messages, audiences, and goals, as well as a strategy for keeping information on social media sites up-to-date.

Link back to the college: Whenever possible staff posting as part of work-related activity is requested to link back to YFL Training web site. Ideally, work-related posts should be brief; redirecting a visitor to content that resides within the YFL Training web environment.

Protect YFL Training's reputation: Posts on social media sites should protect YFL Training's reputation by remaining professional in tone and in good taste. No individual staff member should construe its social media site as representing YFL Training as a whole.

Be aware of liability: You are legally liable for what you post on your own site and on the sites of others. Individual bloggers have been held liable for commentary deemed to be proprietary, copyrighted, defamatory, libellous or obscene.

Section 3: Work Related Social Media

It is recognised that using social media portals as a teaching and learning aid is beneficial; these guidelines are designed to avoid any pitfalls when they are used as part of your working role in YFL Training. Social media should not be seen as negative, there are many sites that can seriously



enhance a learning environment and provide an excellent way of communicating with learners. The following policies must be adhered to in addition to all the guidelines and best practices listed above:

Staying Safe on line Policy: Familiarise yourself with the Staying Safe on line Policy

Appendix C

Code of Conduct

YFL Training aims to provide a safe and supportive environment where everyone can study and work to the best of their ability. Enrolment onto a course means you have joined the YFL Training community and are expected to behave accordingly. You have agreed this by signing the enrolment form.

We expect you to:

- Treat other learners and staff with respect.
- Be punctual.
- Hand all work and assignments in on time.
- Achieve the standard of work required of you.
- Let your tutor/trainer/IQA know straight away if you have difficulties with your work.
- Attend all classes, reviews and tutorials.
- Notify your relevant course tutor/trainer if you will be absent from any session. **We will assume you have left if you have been absent without explanation for 4 weeks.**
- Notify your tutor/trainer/IQA if you are absent and cannot keep an appointment with your tutor/trainer/assessor.
- Follow instructions given by a member of YFL Training staff
- Give your name and ID to any member of staff who asks for it.

We will not accept:

- Unacceptable behaviour in or around YFL Training buildings.
- Action which could be seen as harassment of a fellow learner or member of staff (for definition of harassment, see the bullying and harassment policy).
- Abuse, threats or rudeness to a member of staff. These may be verbal or sent electronically, for example through Facebook.
- The use of illegal drugs or alcohol on or near YFL Training's buildings.
- Damage deliberately caused to YFL Training property or seriously attempted damage to YFL Training property.
- Theft, attempted theft or unauthorised possession of any items belonging to YFL Training, or to any learners, member of staff or employer.
- Breaking the rules of an awarding organisation such as copying someone else's work.
- Repeated problems with the quality of work produced or of handing it in on time, affecting your own and or other learners' chances of gaining accreditation, this may be because of delays in producing work which affects a group project.
- Disruptive behaviour in classes, or other YFL Training spaces or not following a direct instruction from a member of staff.